Nipissing University
JOB DESCRIPTION

POSITION TITLE:	Manager, Data Analytics and Reporting
DEPARTMENT:	Institutional Planning and Analysis
SALARY LEVEL/CLASSIFICATION:	SL 6
EMPLOYMENT DEFINITION (STATUS):	Full-time Administration
SUPERVISOR:	Director, Institutional Planning and Analysis

SUMMARY OF FUNCTIONS:

Reporting to the Director, Institutional Planning and Analysis, the Manager, Data Analytics and Reporting provides operational leadership for the University's institutional analytics, reporting, and business intelligence functions. The Manager leads the Data Analytics and Reporting (DAR) team and is accountable for the timely delivery of accurate, consistent, and decision-ready institutional information to support strategic planning, enrolment management, financial planning, accountability, and institutional effectiveness.

The Manager, Data Analytics and Reporting, leads the design, implementation, and ongoing enhancement of data infrastructure necessary to collect, store, report and analyze data and trends related to University planning and decision-making. This allows the development and refinement of University budget and resource planning models, key performance indicators, policy alternatives, and strategic analyses suitable for internal and external dissemination.

The Manager will be leading a team that is dedicated to building a stable and scalable data architecture that addresses issues related to data security, maintenance, standardization, and access. The Manager will have a comprehensive understanding of a wide range of business operations across the organization as well as collaboration with peers at other universities with respect to best practices.

DUTIES & RESPONSIBILITIES:

Institutional Analytics, Reporting & Decision Support (35%)

- Manage the development of timely, accurate reports and analytics in support of the academic, financial, operational, and strategic planning of the University
- Lead the development of institutional forecasting and analytical models used for enrolment, financial, resource, and strategic planning
- Develop and manage an institutional analytics and reporting framework that establishes consistent standards for producing accurate, understandable, and decision-relevant information for diverse audiences
- Provide high-level analysis of institutional data using best practice methodologies and consistent definitions to support evidence-based decision-making

- Oversee the preparation, validation, certification, and timely submission of official institutional data and accountability reports to provincial and federal governments and other external bodies (e.g. PFIS-USER enrolment submission)
- Act as lead or co-lead on specific data analytics projects, as required
- Oversee the development and maintenance of web-based reports and fact sheets to enable continuous use of the student, faculty, and topic-based data produced from the Office of Institutional Planning and Analysis
- Develop solutions and reports that respond to complex questions and inquiries from a wide range of audiences, customized for their specific needs and context

Data Management, Architecture & Governance (35%)

- Collaborate with University business units (e.g., UTS, Registrar's Office, Data Stewards) on the development and maintenance of optimal data warehouse, data mart, and enterprise analytics solutions to serve IPA and institutional strategic needs
- Oversee the development and management of institutional databases that are core to strategic analyses, planning, and accountability reporting (e.g. student "official count date" data, faculty and staff data, and peer University/sector data)
- Establish and maintain institutional data definitions, reporting methodologies, and data standards to support consistent, reliable analysis and reporting across institutional data environments
- Oversee the ongoing creation of point-in-time data extracts from various institutional transactional systems that allow for consistent historical analysis within and across University data domains
- Establish and oversee quality assurance and lifecycle management practices for institutional data and analytics products, including validation, reconciliation, testing, documentation, version control, deployment, change management, maintenance, and retirement, to support accuracy, reproducibility, knowledge transfer, and business continuity.
- Collaborate with the Director, Institutional Planning and Analysis to strategize and continuously improve the automation of data reporting and related dissemination processes
- Collaborate with University Technology Services and other institutional partners to maintain reliable, secure, and responsive data and reporting environments that support University planning and operations
- Oversee research and provide advice on new tools, systems and practices to recommend improvements in data analytics

Leadership & Management (30%)

- Establish and manage processes for intake, prioritization, assignment, tracking, and delivery of institutional data and analytics requests, balancing recurring reporting requirements, strategic priorities, and ad hoc institutional needs
- Ensure the Data Analytics and Reporting (DAR) team acquires, develops and maintains knowledge of best practices and tools needed for data acquisition, transformation, maintenance, and analysis, as is necessary in post-secondary institutions
- Monitor employee performance and productivity and provide constructive feedback and coaching
- Assist with resolving concerns or issues brought forward by employees
- Participate in the hiring of new employees within the department

- Provide training and oversee the orientation of new employees
- Participate in the Annual Performance and Development Process as required in conjunction with the Human Resources Department
- Contribute to the development of strategic and operational plans for IPA office, including a reporting strategy for internal and external audiences and ongoing establishment of department priorities
- Lead the DAR team in building positive, productive and collaborative relationships within IPA, with each of the Faculties and administrative units
- Ensure the DAR team understands the importance and impact of decisions related to budget and resource allocation and that they are able to model, assess and speak directly to the impacts, potential impacts and consequences
- Develop and nurture strategic relationships with key contacts at the Ministry, the Council of Ontario Universities, and other universities (within Ontario, Canada and abroad)
- Act as official reporting agent and signatory officer for a variety of reports submitted directly to the MCU on behalf of the institution
- Assist the Director, Institutional Planning and Analysis in advanced and complex research, collection, organization, and analysis of data and information
- Prepare executive summary reports and presentations, and undertake special projects
- Develop and deliver presentations at internal and external meetings or conferences
- Act as an expert resource/committee member on/at relevant internal and external committees, councils, or events

Any other duties as assigned.

QUALIFICATIONS:

Education: A university degree in a relevant discipline such as data analytics, statistics, information systems, economics, business, public administration, social sciences, or a related field. A master's degree is considered an asset.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Three (3) to five (5) years of experience in applied institutional research associated with the post-secondary education sector or public sector organizations that are directly involved with educational policy or an equivalent combination of education and experience
- Demonstrated experience with enterprise data environments, including data architecture, data modeling, ETL/ELT processes, data warehousing, business intelligence, and cloud-based analytics platforms. Strong technical understanding of data querying, transformation, modeling, visualization, and analytics tools such as SQL, Power BI, Microsoft Fabric, Python, R, DAX, Power Query/M, or comparable technologies
- Demonstrated experience establishing data management standards and practices, including data definitions and dictionaries, data quality and integrity, documentation, and procedures for identifying and resolving data issues

- Demonstrated experience leading, supervising, or mentoring professional or technical staff, including workload planning, performance management, coaching, and professional development
- Experience in data collection, survey design and evaluation, and the implementation of assessment methodologies
- Ability to design research projects relating to policy and planning issues, and a sound knowledge of quantitative research methods
- Experience working with enterprise resource planning and student information systems (e.g., Colleague, Banner, PeopleSoft)
- Complex problem solving and analytical thinking skills
- Exceptional organizational and time-management skills including the ability to meet numerous competing demands in a highly complex environment
- Ability to work with cross-functional teams in projects to improve organization processes, and institutional reporting
- Initiative and an ability to work independently to propose new projects and tasks that benefit the strategic interests of the University
- Comprehensive understanding of university administrative structures/processes and of the Ontario and Canadian post-secondary education systems, including knowledge of ministry funding mechanisms and higher education policy
- Knowledge of Ministry tuition framework and enrolment reporting guidelines
- Knowledge of Statistics Canada Postsecondary Financial Information Systems (PFIS) and other provincial/federal data sets
- Knowledge of University policies
- Advanced project management skills
- Excellent oral and written communication skills with the ability to present ideas in a clear, concise manner
- Strong editing and proofreading skills and the ability to adapt to different writing styles
- Knowledge and the ability to apply an understanding of the Province of Ontario's Freedom of Information and Protection of Privacy Act (FIPPA) and other associated privacy legislation
- An understanding of institutional research issues in a Canadian context will be considered an asset

RELATIONSHIPS/CONTACTS:

Supervised by: Director, Institutional Planning and Analysis

Positions Supervised:
- Institutional Analyst

Internal Contacts: Staff, faculty, students,

External Contacts:
- Council on University Planning and Analysis (CUPA)
- Various provincial government representatives
- Other Ontario University representatives

MATERIALS UTILIZED:

- Standard office equipment
- Nipissing University Academic Calendar
- Various University policies & procedures manuals
- Nipissing University Collective Agreements
- Statistical reporting manuals, systems, software packages and data sets

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Regular conflicting priorities time pressures on a daily basis
- Tight timelines on various last-minute projects
- Frequent and intense visual/listening concentration is required
- Occasional requirement to work extended hours, which could include evenings, weekends and/or holidays

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I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

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Employee Name (please print)

_____ _____
Employee Signature Date

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Approvals

_____ _____
Supervisor Date

_____ _____
Human Resources Date